

THE METROPOLITAN TORONTO HOUSING COMPANY LIMITED

January 5, 1982

TO: BOARD OF DIRECTORS

SUBJECT: USER SURVEY - HANDICAP TENANTS

ORIGIN: GENERAL MANAGER

COMMENTS:

METROPOLITAN
TORONTO
LIBRARY
Municipal Reference

In the fall, at a meeting with our Advisory Committee on Housing, it was agreed that we would carry out a survey specifically designed for tenants who live in our accessible apartment units.

The Housing Company has now been building and leasing apartments with special accessibility features since 1977. There are currently a total of 188 units in 24 projects.

Attached is a copy of the letter and survey questionnaire mailed to all 188 units. Seventy-five tenants submitted completed surveys. Tabulation and documentation of responses received is also attached hereto. I might point out that users did not answer all questions and 41 of the 188 units are operated by "parent" organizations. We have no definite indication how many, if any, of these tenants responded to the survey. I consider a 40 percent response to be a reasonable one, although we would have preferred a 100 percent participation.

We acknowledge with thanks the assistance given to us by Mrs. Belinda Morin in the development of the survey. The co-ordination for the survey and tabulation of the results was by Mrs. Elizabeth Lotto. I appreciate their interest and the work which they have done.

I would also mention that this survey was not undertaken for research purposes in the academic sense. We wished to know how well our units are working out for the tenants. We want to build a "good unit" within the maximum unit price (M.U.P.) established by Canada Mortgage and Housing Corporation and the Province. At the present, the M.U.P. for a one-bedroom (regular unit) is \$52,000.00, for a one-bedroom handicap unit it is \$58,240.00 - a difference of \$6,240.00. When that amount is multiplied by the average number of handicap units in a building (5), then there is less than \$32,000.00 to spend on accessibility options. The automatic doors at the Senator David A. Croll Apartments cost \$3,476.00 to install.

Staff have investigated the Frederiksborg Kitchen and bathroom sink manufactured in and imported from Denmark which is available in Canada through Mid Canada Medical Suppliers.

This kitchen and bathroom sink are available either in manually or electrically controlled models to be raised or lowered to meet an individual's needs. Staff were impressed with the possibilities of this kitchen and its equipment (shallow sink, hardware of kitchen, cupboard door hinges, types of taps and options for location of electrical outlets and switches, counter top stove, elevated oven with side opening, etc.).

However, the corner kitchen unit, which includes cupboards, stove top, shallow sink, hardware and a cupboard unit to hold oven and refrigerator, would cost approximately \$8,500.00 (oven and refrigerator not included) currently as imported. Our allowance for a regular kitchen is approximately \$850.00 based on 125 units.

The bathroom sink, which is wallmounted and height adjustable by 40 cm from a minimum 66 to 106cm from the floor including mirror, costs approximately \$2,680.00.

We have been given to understand that Mid Canada Medical Suppliers plan to manufacture this kitchen in Canada in mid February 1982. Costs could be lower, especially if purchased in quantity. The costs quoted are for one unit, since they are specialized for an individual and sold this way.

Another possibility that our own development, planning & construction staff will undertake is to develop minimum standards for a kitchen layout for a handicap unit to include:

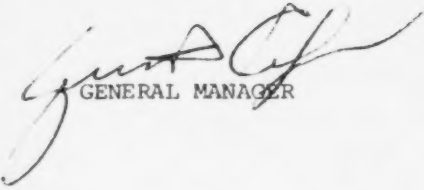
- shallow oversized stainless steel sink
- double extendable swing arm faucet
- dual lever taps
- "socket" type on/off switches
- stove top with front controls on counter
- cabinet on wheels for drawers, pots and pans, cutting tray
- wall oven.

The cost factor for this approach might be considerably lower. Some of the above features would be worthwhile including in our regular apartments as well, since many seniors have difficulty with taps, outlets, etc. With the inclusion of some of these items the cost incurred for adjustments to handicap units after occupancy could be lower.

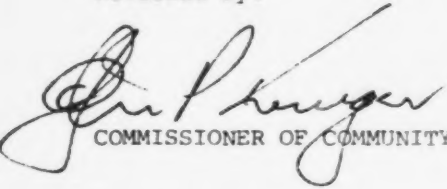
A staff committee will be established to review the minimum specifications acceptable for a handicap unit taking into account the problems illustrated. When the results of the survey are combined with the staff input from the "WALK WITH ME" workshops, I think we will have a clearer understanding of both the negative and the positive features which we are presently incorporating. The data will be most useful in future design and instructions to architects.

The survey clearly indicates the value of the user consultation process.

This report is forwarded for the information of the Board. At this Board meeting, Mrs. Lotto will be available to answer any questions.


GENERAL MANAGER

Reviewed by:


COMMISSIONER OF COMMUNITY SERVICES

The Municipality of
Metropolitan Toronto

Department of Social Services

City Hall, Toronto, Ontario Canada M5H 2N1

Address all correspondence to
H.A. Tomlinson, Commissioner of Social Services

Reply attention: Mrs. E. Lotto
Telephone: 367-8530



August 26, 1981

Dear Tenant:

Please find enclosed a survey designed specifically for our tenants who live in our accessible apartment units.

The Metropolitan Toronto Housing Company has been building and leasing apartments with special accessibility features since 1977. We now have 128 units in 24 projects and are anxious to determine if what we are building on your behalf meets your essential basic needs.

From time to time, we hear criticisms both about the design and the type of project we build, and in particular we are sometimes criticized with respect to housing younger disabled adults in a senior citizens project.

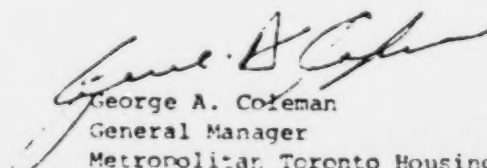
We are now anxious to have the benefit of your views, thus the reason for this survey. You are not required to identify yourself in any way, but should you require any assistance we will be happy to provide it.

The suggestion of this survey came from the Advisory Committee to the Housing Company and we hope you will agree that it is a good idea.

It would be appreciated if the survey could be returned, attention of Mrs. Lotto, no later than October 1, 1981.

Yours truly,

:bjs


George A. Coleman
General Manager
Metropolitan Toronto Housing Co.

THE METROPOLITAN TORONTO HOUSING COMPANY LIMITED

USER SATISFACTION SURVEY FOR TENANTS
IN ACCESSIBLE UNITS

PLEASE CHECK

_____ Male	_____ Female		
_____ 20-30 years of age	_____ 30-40	_____ 40-50	_____ 60+
_____ Live alone	_____ With Spouse	_____ Other	

I HAVE BEEN A TENANT IN AN ACCESSIBLE UNIT:

_____ Less than a year
_____ Over one year
_____ Over two years
_____ Over three years

PRIOR TO MOVING INTO A METROPOLITAN TORONTO HOUSING COMPANY APARTMENT I RESIDED IN:

_____ Institution
_____ Residential or group home
_____ Ontario Housing Corporation (renamed Metropolitan Toronto
Housing Authority)
_____ City Home (housing operated by the City of Toronto)
_____ Own home
_____ Own apartment

WOULD ASK THAT YOU PLACE THE BELOW ITEMS IN THE ORDER OF IMPORTANCE OF 1 TO 6.

I CHOSE AN APARTMENT WITH THE METROPOLITAN TORONTO HOUSING COMPANY BECAUSE:

_____ It was accessible
_____ I could afford the rent
_____ Security
_____ Convenient location
_____ A place of my own
_____ Nothing else was available that met my needs

GIVEN A WIDER RANGE OF CHOICE

_____ I would
_____ prefer to reside in a senior citizens project.
_____ I would not

IF ANSWER IS I WOULD NOT, PLEASE STATE OTHER CHOICES:

THE PHYSICAL DESIGN OF THE BUILDING AND ACCESSIBILITY IS

_____ Excellent
_____ Fair
_____ Needs to be improved

What improvements, if any, would you make to the design of the building?

THE PHYSICAL DESIGN OF MY APARTMENT IS

_____ Excellent
_____ Fair
_____ Needs to be improved

What improvements, if any, would you make to the design of your apartment?

My apartment was adapted prior to my moving in

_____ Yes _____ No

Adaptions were made to the following areas (and list):

_____ Kitchen _____

THE METROPOLITAN TORONTO HOUSING COMPANY LIMITED

USER SATISFACTION SURVEY

TENANTS IN ACCESSIBLE APARTMENTS

REPLIES SUBMITTED BY

MALE

24

FEMALE

54

75 replies were received from
188 initiated (40%).

Three married couples ticked both areas --
therefore, cannot determine which gender
was handicapped.

AGE

<u>20-30</u>	<u>30-40</u>	<u>40-50</u>	<u>60 Plus</u>
14	18	8	35

QUESTIONS

RESIDE

<u>LIVE ALONE</u>	<u>WITH SPOUSE</u>	<u>OTHER</u>	<u>NOT SPECIFIED</u>
57	16	1	1

I HAVE BEEN A TENANT IN
AN ACCESSIBLE UNIT

Less than one year	28
Over one year	28
Over two years	9
Over three years	7
Not specified	3

PRIOR TO MOVING INTO A METROPOLITAN
TORONTO HOUSING COMPANY APARTMENT
I RESIDED IN

An institution	14	City Home	2
Residential or group home	6	(housing operated by City of Toronto)	
Ontario Housing Corp. (renamed Metropolitan Toronto Housing Authority)	8	Own home	10
		Own apartment	35

THIS REPLY NOT ACTUAL QUESTION OF SURVEY

PRIOR RESIDENCE AND AGE OF TENANTS IN ACCESSIBLE UNITS
OPERATED BY MORRISON HOUSE, SENATOR DAVID A. CROLL APARTMENTS,
PARTICIPATION HOUSE AT CLIFFWOOD MANOR AND DOUG SAUNDERS APARTMENTS

This was not a specific question on the survey. However, comments made identified some clients as tenants under parent groups.

<u>AGE</u>	<u>20-30</u>	<u>30-40</u>	<u>40-50</u>	<u>60 Plus</u>
	3	4	3	0

RESIDED IN

An institution	5
Residential or Group Home	1
Own Home (with parents)	2
Own Apartments	2

I CHOSE AN APARTMENT WITH THE METROPOLITAN
TORONTO HOUSING COMPANY BECAUSE:

Tenants were asked to place below items in the order of importance one to six. Some answered this question with 6 checks so these were voided. Percentage for this reason does not come out to 100%.

FACTOR INFLUENCING DECISION

<u>IT WAS ACCESSIBLE</u>	<u>Rating</u>	<u>Number</u>	
Prime factor	1	19	25.3%
	2	17	
	3	5	
	4	12	
	5	1	
	6	2	

FACTOR INFLUENCING DECISION

I COULD AFFORD THE RENT

	<u>Rating</u>	<u>Number</u>	
Prime factor	1	11	14.6%
	2	17	
	3	14	
	4	10	
	5	5	
	6	3	

SECURITY

Prime factor	1	3	4.0%
	2	5	
	3	10	
	4	9	
	5	12	
	6	14	

CONVENIENT LOCATION

Prime factor	1	7	9.3%
	2	10	
	3	7	
	4	11	
	5	14	
	6	9	

A PLACE OF MY OWN

Prime factor	1	18	24.0%
	2	7	
	3	9	
	4	3	
	5	9	
	6	6	

NOTHING ELSE WAS AVAILABLE
THAT MET MY NEEDS

Prime factor	1	12	16.0%
	2	2	
	3	7	
	4	6	
	5	10	
	6	18	

SUMMARY OF "PRIME" FACTORS

It was accessible	19
A place of my own	18
Nothing else was available that met my needs	12
I could afford the rent	11
Convenient location	7
Security	3

In a survey conducted elsewhere among second and third time rental tenants across the country, their priorities were:

1	Location
2	Rent
3	Reputation of landlord
4	Convenience to shops, etc.
5	Overall appearance of the building
6	Apartment layout
7	Apartment equipment
8	Recreational facilities
9	Specific apartment condition
10	General conditions

GIVEN A WIDER RANGE
OF CHOICE

45	I would	)	Prefer to reside in a senior citizens project
30	I would not	)	

AGE GROUP OF "I WOULD"

<u>20-30</u>	<u>30-40</u>	<u>40-50</u>	<u>60 Plus</u>	<u>Total</u>
5	7	2	31	45

AGED GROUP OF "I WOULD NOT"

<u>20-30</u>	<u>30-40</u>	<u>40-50</u>	<u>60 Plus</u>	<u>Age Not Given</u>	<u>Total</u>
10	8	7	4	1	30

IF ANSWER "I WOULD NOT" PLEASE STATE OTHER CHOICES

- standard accessible apartment
- younger people, adult building
- wider range, not seniors building
- mixed group
- people my own age
- own home

TWO VERY STRONG COMMENTS NEGATIVE TO
LIFE STYLE IN A SENIORS BUILDING

- (a) Younger people who do not complain
of aches and pains.
- (b) In the mainstream of life not placed in
a building where the general atmosphere
is that of an elephant grave.

A MORE POSITIVE REMARK

Would like accommodation renamed to "Accessible
Living" not essential to be called senior citizens.

THE PHYSICAL DESIGN OF THE BUILDING
AND ACCESSIBILITY IS:

38	Excellent
19	Fair
18	Needs to be improved

WHAT IMPROVEMENTS WOULD YOU MAKE
TO DESIGN OF THE BUILDING:

FRONT DOOR

Easier access to use of front
entrance door - difficult to
open mentioned

18 times

Elderly people also have
difficulty in opening the doors
-- too heavy

Three comments thanking for the
electric door installed at Senator
D.A. Croll Apartments which has made life
easier.

LOBBY

- Lower enterphone in lobby
- Change mailbox location
- Pay telephone in lobby (waiting for wheeltrans
sometimes need to phone)
- Signs placed lower
- No rails in hallways to assist

ELEVATORS

- Larger elevator
- Lower elevator buttons
- Elevator signs placed lower

RAMPS

- Mentioned several times
- Elimination of costly impractical outdoor ramps
and patios blocked by stairs
- Safer separation of pedestrian paths and parking

HALLWAYS

- Too long and most times too far from garbage chutes
- Difficult with long halls with carpet
- Garbage chutes other end of building
- Halls too narrow

LAUNDRY ROOM

- Impossible to use washing machines; top loaders mentioned several times
- Better lighting

PARKING

- Parking close to ramp
- Insufficient parking for both tenants and visitors
- Visitors sometimes also handicapped and no visitor parking
- Underground parking for the handicapped - can't cope in winter with snow shovelling.

GARBAGE CHUTE

- Third most often complaint
- Impossible to manage heavy doors to garbage chute and difficulty in opening chute

GENERAL

- Non-opening windows
- Replacement of swivel doors with standard weight balanced doors with low push-pull bars
- Avoidance of window facing blank wall (St. George's)
- Replacement of blank view - obstructive panels on balcony (mentioned five times)
- Extension of radiator control -- too close to floor

RECREATION

- No exercise room for younger tenants
- All activities geared to seniors

APARTMENT

- Windows that open
- Lower windows
- Entrance to apartment roomier
- Stiff door handles
- More living space
- Light switch outside bathroom
- Larger kitchens
- Improve storage in kitchen
- Poor design of balcony door and ability to go out on balcony

THE PHYSICAL DESIGN OF MY APARTMENT IS

40	Excellent
18	Fair
15	Needs to be improved
2	No reply

WHAT IMPROVEMENTS WOULD YOU MAKE TO THE
DESIGN OF YOUR APARTMENT

GENERAL

- Larger rooms
- Larger doorways
- Entrance ways to apartment level
- All light switches lower
- Move light switch at entrance door over "4"
- Lower lock on apartment door
- Locks too far away -- should project out
- Plastic protectors on walls

KITCHEN

THE MAJORITY OF COMMENTS CENTRED ON THIS ROOM

- Kitchen useless - must be larger
- Easier accessible cupboards
- Less waste space
- Lack of useable cupboard space
- Sliding doors on cupboards -- not to open into room
- Place cupboards above sink - can't reach to cupboards below sink
- Lower counters
- Improved accessibility to sink
- Kitchen more accessible if burners on counter top
- Deeper drawers which would be easier for pots and pans
- Unsafe to use stove -- too high
- Alternate to stove -- counter burners
- No light in oven -- can't see what is cooking
- Adjustable kitchen counters with corner placed sink and counter top cooking elements and ovens
- Longer taps on sink especially in kitchen
- Shallow sinks with tap at the side
- Allow space for a table
- Automatic frost free refrigerator mentioned several times (would be helpful when in a wheelchair).

One supplied a drawing of a proposed kitchen which is attached.

BATHROOMS

- Toilet next to bathtub
- Shower stalls
- Lower bathroom counter
- Light switch outside bathroom door
- Towel racks within reach of sink and tub
- Different bathroom design
- Sliding door
- Lower medicine cabinet because for shaver, blow dryer outlet near the light 1-1/2 feet from the ceiling another outlet is needed.

BEDROOM

- Sliding doors on closets
- Larger room - difficult to get around bed to window or to clean room
- Bedroom should be able to accommodate two persons
- Lower shelves in closet
- Cable outlet in bedroom
- Adjustable closet hangers

IN THIS AREA THERE WERE SOME ADDED COMMENTS

"The elderly as well as the handicapped, have strokes, arthritis, amputation, vision and hearing disability and should have units designed to assist. It would cost no more to build in adjustable features in the first place than to have carpenters re-adjusting for each successive tenants. Empty suites and badly located buildings waste precious resources and cannot be justified."

"In general it must be acknowledged that The Metropolitan Toronto Housing Company does a fabulous job and is quite the most satisfactory landlord in Metro. Moreover it is alone among public bodies in initiating systematic provision for housing the normal handicapped and senior population. It now needs to review its general philosophy that, in making as its priority the housing of seniors, it is thereby undertaking to house people who typically suffer from disability that physically handicaps. Providing for physically handicapped tenants should, therefore, be integral to the design of buildings and suites in such a way that suites are fully occupied, can be kept clean and well-maintained and require minimal re-adjustment to successive tenants."

APARTMENT WAS ADAPTED PRIOR TO MOVING IN

41	Yes
31	No
3	No answer

ADAPTIONS WERE MADE TO THE FOLLOWING AREAS

KITCHEN

Lowered kitchen counter and sink	10
Mirror Hung above stove	1
Storage cupboards added	2
Shelf added	3
Cut off overhang kitchen cupboard	3
Lower wall plug	1
Lowered shelves	2
Lower light switch	1
Bought own frost free fridge at some cost to lifestyle of tenant - food	1

BATHROOM

Sink lowered	4
Added telephone shower	1
Added shelves for towels	2
Medicine cabinet lowered	4
Mirror lowered	4
Light switch lowered	1
Lowered towel rack	1
New taps installed	1
Wash basin moved so could reach bath taps	2
Built bath seat	1
Added high toilets	4
Changed to low toilets	2
Added wall rail around bathtub	1
Extra hand grips installed	5

LIVING ROOM

Hallway door closer removed	1
Ramp to balcony	4
Ramp front door	2
Thermostat lowered	1
Plastic guards installed	2
Light switches made accessible by long cord	1

BEDROOM

Lowered clothes rack	1
Added sliding door to cupboard	1
Lowered electrical outlet	1

THESE ADAPPTIONS WERE

50	Satisfactory
6	Not satisfactory
19	No replies to question

GENERAL COMMENTS RE ADAPPTIONS, ETC.

- Electrical operated front door was welcome addition.
- I support that apartment be adapted to the individual rather than disabled people in general
- Mail to be delivered to apartment for handicapped
- Since all activities geared to seniors handicap second class tenant in building. Some emphasis should be placed on their needs
- Can't get into garbage room - stuck there for half an hour.
- I take garbage to caretaker each day as I can't open door
- Since the recommended specifications of Central Mortgage and Housing -- Housing the Handicapped, have not been observed and suite measurement have been reduced (presumed for cost reduction) bedroom space has been lost completely. (See page 55 CMHC publication). Such cost cutting makes housekeeping maintenance possible. There is no space to maneuver both wheelchair and broom/mop vacuum cleaner.
- Why are handicapped never consulted.
- Nothing could equal building - staff excellent.

Perhaps when designing future units you could involve or hire a consultant -- handicapped person, i.e. paraplegia, the blind, also a physio and occupational therapist.

One tenant enclosed with his survey a copy of what he thinks would be a more accessible kitchen.

HOW ABOUT A NEW KITCHEN?



SEE US FOR A
FREE ESTIMATE!

